



CHAUTAUQUA COUNTY DEPARTMENT OF HUMAN RESOURCES

3 N. Erie Street • Room 144 • Gerace Office Building, Mayville, NY 14757-1007 • Email cchrs@chqgov.com
Phone (716) 753-4237 • Fax (716) 753-4686 • Website chqgov.com

OPERATIONS ASSISTANT

Full-Time @ 35 Hrs./Wk. W/Benefits

Starting at: \$17.52/Hour

Chautauqua County Department of Health and Human Services is currently accepting applications for an Operations Assistant. This position is full-time at 35 hours per week (Monday – Friday 8:30-4:30) in the Mayville, NY Office. This position performs advanced clerical work supporting the operations of the department which includes a wide variety of routine administrative, advanced clerical and data entry duties while working with staff, customers, clients and the community.

Chautauqua County Government offers a comprehensive benefit package including:

- Salary Starting at \$17.52/Hour
- Health Savings Account partially funded by the County
- Generous Sick and Vacation Accruals
- Employee Assistance Program
- Retirement Savings Programs; including NYS Pension and additional Deferred Compensation
- Dental, Health and Vision Insurance
- 13 Paid Holidays each year
- 2 Personal Days per year
- Federal Student Loan Forgiveness Program

And Much More.

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma and EITHER two (2) years of clerical experience involving customer service; OR completion of an Associate's degree or a two-year business college program in a secretarial science or business administration; OR completion of 60 semester credit hours with a concentration in business administration or secretarial science; OR an equivalent combination of training and experience as defined by the limits above.

Please note: This position is being filled on a provisional basis pending the outcome of a future dated Civil Service examination for this title. An incumbent will be chosen from approved applications received.

In order to be considered for this position - **ALL APPLICANTS MUST SUBMIT AN ORIGINAL APPLICATION** available on the Chautauqua County Government's website: www.chqgov.com click on "Employment."

Mail completed applications to:

Chautauqua County Department of Human Resources
Gerace Office Building
3 North Erie St – Rm 144
Mayville, NY 14757

Equal Opportunity Employer

Chautauqua County Government Operations Assistant Job Description

DISTINGUISHING FEATURES OF THE CLASS: This is para-professional and advanced clerical work performed in support of the operations of a department or work unit. Tasks are designed to facilitate operations by freeing higher level employees from routine administrative and clerical detail. Employees in this class perform a wide variety of routine administrative, advanced clerical and data entry duties while working with staff, customers, clients and the community. This position differs from lower-level clerical titles by being a lead assistant in coordinating tasks of lower-level workers and/or performing complex operations independently involving office-wide operations. Work performed is under the general supervision of an administrator of higher rank with some leeway provided for the exercise of independent judgment. Supervision may be exercised over a small number of clerical assistants. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Receives inquiries for employment or assistance, reviews applications, screens walk-in applicants for eligibility;
- Coordinates customer service schedules per prescribed procedures;
- Advises field employees of customer needs through a variety of communications such as email, telephone and radio;
- Assists agency personnel in resolving problems and issues that arise through day-to-day operations;
- Assists in research and investigatory matters by gathering information from files and other resources;
- Prepares reports of program usage and other information, either manually or by use of a computer application program;
- Answers telephone, gives routine information to the public;
- Acts as information clerk where a general knowledge of personnel, organization, department activities and established practices are involved;
- Audits bills, claims, time sheets, reports and payroll submissions for accuracy and completeness;
- Performs general office duties, including data entry/keyboarding, handling general correspondence and filing;
- Prepares, copies, and distributes bulletins, notices and other announcements as required;
- Prepares requisitions for and maintains supplies for the office or department;
- Distributes mail and supplies to staff;
- Assists in proofreading typewritten and printed material;
- Reviews reports and other documents for completeness, accuracy and conformity with established procedure;
- May handle petty cash accounts;
- May collect fees and account for monies received;
- May assign work, review and record work done, and instruct new employees in the specialized clerical/operations work of a unit.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of office terminology, procedures and equipment; good knowledge of departmental and divisional policy and operations; ability to meet and deal with staff, customers, clients and the community effectively; ability to use a computer and other office machines; ability to use and prepare written reports, charts and tabular data; ability to follow moderately complex oral and written instructions; ability to write legibly; ability to handle routine details independently; clerical aptitude; good judgment; accuracy; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

- A. Two (2) years of clerical experience involving customer service; OR
- B. Completion of an Associate's degree or a two-year business college program in a secretarial science or business administration; OR
- C. Completion of 60 semester credit hours with a concentration in business administration or secretarial science; OR
- D. An equivalent combination of training and experience as defined by the limits of A, B & C above.